

For Immediate Release: **Wednesday, January 5, 2005**

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## **Emergency Response Changes Come to San José** *Cellular 9-1-1 Transition and Communication Support System Fee Begin*

*San José* – Beginning in January 2005, 9-1-1 calls made from cellular phones within San José will start being answered by City of San José 9-1-1 dispatchers. Until now, these calls were answered by the California Highway Patrol (CHP), then forwarded to City of San José dispatchers once the proper jurisdiction was identified. This transition, which starts this month, will continue over the next several months. Under the new system, CHP dispatchers will still answer 9-1-1 calls placed from or near a San José highway.

This change is designed to streamline emergency dispatch and response services in San José. In preparation for assuming this new service, new software was installed, which allows dispatchers to more accurately pinpoint the location of cellular 9-1-1 callers.

Also in January 2005, San José residents and businesses will be charged a new fee on their phone bill. The City of San José Emergency Communication System Support (ECSS) fee, passed by the San José City Council in August 2004, is a monthly charge of \$1.75 for each individual line, including cellular phone lines, and \$13.13 per trunk line, which are primarily business lines. Telephone customers with lifeline service and certain other customers, including specified non-profit hospitals, educational organizations and government agencies, are exempt from this fee.

The ECSS fee will help maintain the city's current 9-1-1 system as well as help improve service for wireless customers by routing cellular 9-1-1 calls directly to City of San José dispatchers. For more information, the public can call (408) 277-5403 or send an email to [ECSSfee@sanjoseca.gov](mailto:ECSSfee@sanjoseca.gov).

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